

Energy Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory September 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Energy Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ELC917	Commerce Energy, Inc.	Billing	Disputed Customer of Record	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	2
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Bill Adjustment	4
		Billing	Disputed Customer of Record	4
		Billing	Estimated Billing	1
		Billing	High Bill	20
		Billing	Meter Inaccuracy	3
		Billing	Meter Reading Issue	1
		Billing	Payment Arrangements	5
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	5
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	4
		Service	Outage	3
		Service	Refusal To Serve	1
			Total ICs	61
ELC902, GAS902, MUL902	San Diego Gas & Electric Company	Billing	Bill Adjustment	1
		Billing	Deposits	1
		Billing	High Bill	2
		Billing	Payment Arrangements	1
		Policy and Practices	Safety	2
			Total ICs	7

Utility Code	Utility Name	Category	Subcategory	Count
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	2
		Billing	Balance/Level Pay Plan	1
		Billing	Bill Adjustment	9
		Billing	Deposits	1
		Billing	Disputed Customer of Record	8
		Billing	Estimated Billing	1
		Billing	High Bill	14
		Billing	Meter Inaccuracy	1
		Billing	Other Charges	4
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Arrangements	3
		Policy and Practices	Safety	2
		Public Purpose Programs	CARE Recertification	3
		Public Purpose Programs	Net Energy Metering (NEM)	4
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnection Non Payment	1
		Service	Outage	18
Service	Refusal To Serve	2		
			Total ICs	79
GAS904	Southern California Gas Company	Billing	Balance/Level Pay Plan	1
		Billing	Bill Adjustment	2
		Billing	Deposits	1
		Billing	Disputed Customer of Record	1
		Billing	Estimated Billing	1
		Billing	High Bill	3
		Billing	Payment Arrangements	2
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnection Non Payment	1
GAS905	Southwest Gas Corporation	Billing	Deposits	1
				Total ICs
Total ICs Sent ¹				168

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.